

<b>Title</b>	Mobile Device Procedures
<b>Type</b>	Procedure
<b>Category</b>	Security
<b>Effective Date</b>	July 15, 2015
<b>Approved</b>	
<b>Revised</b>	June 30, 2015
<b>To Be Reviewed</b>	June 2017
<b>Parent Policy</b>	Mobile Device Policy
<b>Scope</b>	Applies to all city employees required to carry a city supplied mobile device or MiFi.
<b>Procedure</b>	<p>This procedure provides procedures, guidelines and criteria regarding the approvals, responsibilities, and appropriate use of a city supplied mobile device or MiFi.</p> <p>A. <u>Responsibilities of the Department</u></p> <ol style="list-style-type: none"> <li>1. Establish Department Cell Phone Liaison <p>Each Department Director shall designate a Department Cell Phone Liaison as the single point of contact for all cell phone requests to the Department of Technology and Innovation (DTI) and for tracking department cell phones, equipment issued, and usage, as noted below.</p> </li> <li>2. Business Need Justification for Device Issuance <p>Requests for the purchase and/or use of a cellular telephone or tablet computer with MiFi capability for official city business will be reviewed and approved at the discretion of the employee's Department Director. The Requests should be evaluated based on the following criteria:</p> <ul style="list-style-type: none"> <li>• City employees whose job responsibilities clearly dictate the unquestionable need for regular cellular communication either via telephone, remote access to the City's information systems, or the ability to</li> </ul> </li> </ol>

remotely perform data acquisition using cloud based services or by using applications that cannot be loaded locally on the device.

- Cellular telephones and/or tablet computers with MiFi connection necessary for promoting public or employee safety shall take highest priority;
- Executive staff members who must be available on a regular basis to receive and place time sensitive telephone calls;
- Other forms of communication such as radios are more costly or not practical.

After determining the employee meets the eligibility criteria, a *Mobile Device Authorization Form* must be filled out and signed by the Department Director and Fiscal Manager and submitted to the Telephone Division of DTI. The Department Director should estimate the monthly usage to determine the correct rate plan for either cellular telephones, MiFis, tablets or other cellular capable devices.

Once approved by the Director of Finance & Administrative Services and the Chief Administrative Officer, the requesting Department's Cell Phone Liaison will coordinate the purchase with the Telephone Division of DTI. Department Cell Phone Liaisons and Employees are prohibited from requesting services or equipment directly from the service provider.

### 3. Mobile Device Costs and Tracking

The requesting department will bear all costs associated with the purchase of cellular telephones and associated accessories, including future maintenance. Departments are responsible for tracking and controlling mobile device costs. The requesting Department is responsible for documenting the issuance of a mobile device and associated accessories to each employee.

a. Employee Terminations and Transfers

If an employee terminates city service, transfers to another department, or changes responsibilities, and is no longer eligible to use a city issued mobile device, the city mobile device and all associated accessories will be returned to the Department Cell Phone Liaison. Each Department Cell Phone Liaison is responsible for contacting the DTI to terminate a cellular telephone once an employee leaves the Department, city service, or becomes otherwise ineligible. Departments are not allowed to warehouse cellular telephones, MiFi's or other city-issued cellular devices and continue cellular service until positions are filled.

b. Device Upgrades

Employees with city issued cell phones should make every effort to keep their cell phones in good condition. Employees may be eligible for a replacement cell phone once their phone has reached the end of its useful life and the service agreement term has been completed. New or replacement devices are limited to options made available by the Telephone Division of DTI. Cost for new or replacement devices shall not exceed \$100 unless approved by the CAO. Unused phones shall be turned into DTI.

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4. Monthly Bill Review

Department Directors or their designee are responsible for reviewing mobile device usage on a monthly basis for the purpose of ensuring those charges are in line with the number of plans approved and identifying cellular telephones or MiFi connections that are no longer needed or that may be underutilized, and ensuring that service to such devices are terminated. Monthly reports will be provided to the Department Director and Cell Phone Liaison in a timely fashion by the Telephone Division of DTI.

5. Annual Review of Inventory

Each year, by September 30th, Department Directors shall

review their complete mobile device inventory for accuracy and to recertify the business need justification for each mobile device assigned to an employee.

**B. Safety and Use of City Issued Cellular Telephones**

Employees should not use their cellular telephone while operating a motor vehicle, except for the purpose of obtaining or rendering emergency assistance. Texting on a mobile device while driving is prohibited, in accordance with State Law. Except for de minimus personal use, city issued cellular phones are to be used for official city business only. The rules surrounding the use of a city issued cellular telephone in the conduct of city business are the same as for traditional desk phone.

Employees are responsible for maintaining adequate physical protection for all equipment issued to them by the city. Employees shall promptly notify the Department Director if any city-owned cellular phone is damaged, lost, or stolen. If a city issued cell phone is stolen, the employee is required to file a police report. The City will replace one damaged, lost, or stolen phone. The cost for more than one occurrence in a five year period will be the responsibility of the employee.

**C. Pool Use Cellular Telephones**

The City recognizes that it is not practical or cost-effective to issue all employees a cellular telephone. In certain departments, some city issued cell phones are not assigned to individual employees but are shared among several employees in a work group. The use of a pool phone does not relieve the employee from following the City's Mobile Device Policy. Pool phones should be used exclusively for city business. It is the responsibility of a supervisory level employee to review the monthly bill for a pool use cellular telephone to determine if there is unusual usage in terms of excess personal use, and take appropriate action with the respective employee(s).

Prior to being issued a mobile device, employees will be required

to read and understand the Mobile Device Policy and Procedures.

D. Cell Phone Record Retention and IPRA

Employees are reminded that all messages, files and user actions are subject to monitoring. There is no expectation of personal privacy either expressed or implied when using or accessing City telecommunications services. Cell phone and pager numbers paid with taxpayer dollars are to be made available to the public on request with the exceptions listed in Administrative Instruction No. 8-1 related to the safety of employees.

**Security** Information technology protection requires continuous efforts to secure the information systems for critical infrastructure, including emergency preparedness communications, and physical assets that support such systems. Protection of these systems and the data which resides on systems is essential to consistent and effective service delivery.

**Reference** *Department of Technology and Innovation Mobile Device Policy. Administrative Instruction No. 8-1.*

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Employee Signature

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Date